



CoventryCares of Kentucky is a Medicaid product of Coventry Health and Life Insurance Company

About CoventryCares of Kentucky

- **CoventryCares of Kentucky is a managed care plan that services Medicaid eligible individuals in all 120 Kentucky counties**
- **CoventryCares current membership is approximately 300,000 members**
- **CoventryCares employs approximately 200 locally based staff, including individuals who live and work in each of the eight Medicaid regions**
- **CoventryCares employs Kentucky licensed doctors, nurses, social workers and other professional services to provide locally based decisions on healthcare delivery**
- **CoventryCares was purchased by Aetna in May 2013**

About CoventryCares of Kentucky

CoventryCares of Kentucky offers innovative programs for Medicaid members that:

- **Improves care coordination to improve health outcomes**
- **Focus on making health care simple**
- **Educates members on health conditions and illness prevention**
- **Promotes wellness and healthy lifestyles**
- **Reduces inappropriate use of services**
- **Utilizes and partners with organizations in the community who help support our members**

Member Benefits and Services

Health Benefits

- **Case management and disease management programs for members with chronic health conditions like asthma, diabetes, or heart disease**
- **Behavioral Health services**
- **Dental, vision, home health, pharmacy and other ancillary services**

Special Services and Programs

- **Doc Bear Club for Kids**
- **24-Hour Nurse Line**
- **Crib Incentive Program**



Improving Member Health

- **Increased Tdap/TD immunization rates for adolescents from 78.7% to 86.11%**
- **Well child visits for 3rd, 4th, 5th and 6th years of life has increased from 55.79% to 62.73%**
- **Comprehensive Diabetes Care:**
 - **LDL-C Screening - increase from 71.39% to 78.66%**
 - **Medical attention for Nephropathy - increase from 75.34% to 79.57%**
 - **Hemoglobin A1c (HbA1c) Testing - increase from 80.37% to 83.08%**
 - **HbA1c Poor Control (>9.0%) - decrease from 52.82% to 45.73%**
 - **HbA1c Control (<8.0%) - increase from 40.18% to 45.43%**
 - **HbA1c Control (<7.0%) - increase from 32.08% to 36.38%**
- **Chlamydia screening in women for 21st to 24th years of age – increase from 53.98% to 58.71%**
- **Persistence of Beta-Blocker Treatment After a Heart Attack – Increase from 87.50% to 89.87%**

Performance Improvement Projects

- **Major depression**
- **Hospital re-admissions**
- **Emergency Department utilization**
- **Children with Attention Deficit Hyperactivity Disorder**

Expanded Mental Health Benefits 2014

- **Mobile Crisis**
- **Assertive Community Treatment (ACT)**
- **Peer Support**
- **Crisis Intervention**
- **Intensive Outpatient Treatment**
- **Partial Hospitalization Program**
- **Additional codes for assessment, screening, and treatment planning**

Expanded Substance Abuse Benefits 2014

Substance Abuse Benefits (available to all members)

- **Detoxification**
- **Residential Treatment**
- **Intensive Outpatient Treatment**
- **Partial Hospitalization Program**
- **Routine Outpatient Therapy (individual, family, group counseling)**
- **Peer Support**
- **Additional codes for assessment, screening, and treatment planning**

Behavioral Health Network Expansion

- **All independently licensed practitioners are now eligible Medicaid Behavioral Health providers. This includes LCSW, LPCC, LMFT, & PhDs.**
- **Groups of therapy providers are eligible to be contracted as Multi-Specialty Groups and can provide a full array of behavioral health services.**

Success Stories

Success Story # 1:

Steve is a 43 year old male diagnosed with Chronic Hepatitis C. His CoventryCares' case manager contacted him in an effort to offer support to Steve prior to him starting his new treatment. During the case manager's outreach to Steve, he reported he had a history of depression and bipolar disease, and that he did not feel his depression and Bipolar were well managed at the time. He also had some concerns and doubts about the current benefit of his psychiatric medications. Steve's comments suggested he was at risk for non-compliance of his prescribed psychiatric medication treatment. Steve didn't have current provider and/or plan of treatment for his mental health needs. CoventryCares provided him with education about the side effects of the Hepatitis C medications in relation to his mental health. He received education on the benefits of having and using regular provider/services to manage his depression and the importance of getting mental health services to support him. CoventryCares helped Steve set goals to discuss his mental health history with his provider he was seeing for the treatment of his Hepatitis C.

Steve did discuss his mental health status with his provider for the Hepatitis C regimen and, it was recommended by the provider, to see a psychiatrist or therapist. Steve started on the Hepatitis C medications and proceeded to see a therapist. Steve is currently seeking ongoing care for his mental health needs. Steve is stable at this time and compliant with his treatment plan.

Success Stories

Success Story # 2:

Becky was enrolled in the High Risk Obstetrics Program in April 2014. Becky developed severe pre-eclampsia and was forced into an early labor induction in June 2014. She delivered her baby boy at 33 weeks and 4 days gestation. Becky's new baby boy was admitted to Kosair-Children's NICU for treatment and care. Becky soon realized she had a big problem on her hands. Becky lived 130 miles away from the NICU where her baby was being cared for. The Ronald McDonald house was at capacity and she could not afford a hotel room or the expense of traveling back and forth to see her newborn baby.

A CoventryCares nurse quickly referred Becky to a staff social worker to help her get the support she needed. The social worker located resources and found a hotel for Becky at no cost to her. Becky was grateful for all the support she received and opportunity to bond with her baby, while learning about the special care her baby needed upon discharge.

Thank you

from

